C. DESCRIPTION/SPECIFICATION/STATEMENT OF WORK

Introduction

This is a Performance Based Service Contract and the success of the Contract depends on the satisfaction of the requirements, but also the satisfaction of our shared customer. Rather than a mere list of activities, this is a written expression of the GSA's expectation of the service to be performed by the Contractor. A higher level of effective communication between the Government and Contractor is essential for partnering and performance based service contract to succeed. The success of this Contract is shared between the Government and the Contractor.

More emphasis is placed on the Contractor's self-management of quality, not the usual external inspection by Government Inspectors, although that is a part of this Contract as well. All parties should act proactively to reduce service cost, therein providing an incentive for the Contractor.

The Contractor, through innovation, technology, or other means, shall perform the required maintenance of these facilities by following our Guiding Principles for Sustainable Existing Buildings:

I. Employ Integrated Assessment, Operation and Management Principles
   a. In conjunction with the Contract Officer (CO) or designee establish operational performance goals for energy, water, material use and recycling, and indoor environmental quality, and ensure incorporation of these goals throughout the lifecycle of this Contract.
   b. Ensure that operating decisions are carried out with regard to sustainable operations.
   c. Meet ASHRAE standards as noted throughout the SOW for thermal comfort and indoor air quality.
   d. Use low emitting materials VOC (Volatile organic compounds) or other for maintenance. In particular, use products that have low pollutant emissions, adhesives, sealants, and solvents.
   e. Use products meeting or exceeding EPA's recycled content recommendations for building maintenance. For other products such as ceiling tiles, use materials with recycled content. For more information, see EPA's Comprehensive Procurement Guideline website.
   f. Use materials with the highest content level per USDA's bio-based content recommendations for maintenance of or use in the building.
   g. Use environmentally sustainable products that have a lesser or reduced effect on human health and the environment. See the Green Products Compilation.
   h. Provide salvage, reuse and recycling services for waste generated from building operations, maintenance, and repair and discarded equipment.
   i. Eliminate the use of ozone depleting compounds where alternative environmentally sustainable products are available consistent with the Clean Air Act.

II. Optimize Energy Performance – GSA is in the process of optimizing energy performance through many means and processes. Operate all equipment to optimize efficiency to reduce energy use and otherwise seek operating costs reductions wherever possible.

III. Protect and Conserve Water where possible inside and outside. Metering systems may be already installed or will be installed in government buildings to aid in reducing consumption. Where available, use EPA's Water Sense-labeled products or other water conserving products.

IV. Be aware that the building(s) and management involved with this Contract may be in the process of establishing processes, instituting plans, and operational procedures to meet energy efficiency goals either through receiving an ENERGY STAR rating, Smart Building/ Building Link technology, or comparable programs. The Contractor will play an integral part of obtaining these goals and should be aware of the programs and processes.

V. The purpose of partnering is to adopt procedures wherein the Contract and Government work together in achieving Contract objectives. Partnering involves the development of a cooperative management team that seeks to identify compatible interests, and common goals and objectives.

VI. This is a fixed-price Contract and while working with the Government in obtaining goals the Contractor is motivated to find improved methods of performance in order to increase its profits. Results of an effective partnership should reflect a "mutual win" situation.

C.1. SCOPE OF WORK

C.1.1 The Contractor shall provide management, supervision, labor, materials, equipment, and supplies and is responsible for the efficient, effective, economical, and satisfactory operation,

scheduled and unscheduled maintenance, and repair of equipment and systems located within the property line of the Wilbur J. Cohen and Mary E. Switzer building(s), to include the following:

a. Electrical systems and equipment. (Required parts identified on the manufacturer's parts list and all products and components installed as part of the system).
b. Mechanical systems and equipment (which includes all functional and moving parts that make the system work), plumbing, Building Automation System (BAS) where applicable (where BAS/ ECMS systems are connected to the GSA network, the Contractor's employees will need to obtain a GSA ENT account to access systems) and heating, ventilation, exhaust systems and air conditioning (HVAC) systems and equipment.
c. Fire protection and life safety systems and equipment.
d. All control systems that are within the scope of this Contract. All Building Automation Systems (BAS), Public Address Systems, and Computerized Lighting Systems that are within the scope of this Contract (BAS, and Computerized software maintenance are included).
e. Architectural and structural systems, fixtures, and equipment within the site (to the property line).
f. Service request desk operations as identified in Section C.8.4 to include record keeping using a computerized maintenance management system (CMMS) if available or by other means as well as other administrative functions.
g. Maintenance of landscape irrigation systems. (Except sprinkler heads).
h. Mechanical equipment for window washing (wall glider, tracks, davits, pedestals and associated equipment).
i. Locks, keycard systems, vehicle barrier systems, vehicle gate arm systems, and static and dynamic bollard systems.
j. Dock levelers and roll-up and sliding garage doors.
k. Elevator and vertical transportation systems, including locks and keycard systems.
l. The Contractor shall maintain all fixed equipment and systems, including playground equipment associated with the Child Care Center. The Contractor shall repair systems upon request and according to work items identified by the annual Child Care Center survey.
m. Storm drainage systems - reduce storm water pollution by minimizing discharges and runoff to the storm sewer system and environment.
n. The Contractor shall complete roofing system investigations and repairs.
o. The Contractor shall maintain and repair U.S. flag pole, lighting and pulley system.
p. The Contractor shall maintain kitchen/concessions area drains.
q. The Contractor shall maintain conveying equipment, parking control equipment, and loading dock equipment.

C.1.2 The Contractor Shall:

a. Be responsible to make the management and operational decisions to meet the quality standards required under this contract.
b. Use innovation, technology and other means and methods to develop and perform the most efficient services for the building.
c. Implement an effective Quality Control Plan (QCP).
d. Implement an effective service call system, as specified under the Special Requirements section of this contract that results in prompt, professional, and courteous resolution of tenant concerns.
e. Keep the Contracting Officer (CO) or designee informed of current status of the work being performed, provide work schedules, provide a major equipment and critical system break down or impairment form, and provide other pertinent information needed by the CO or designee.
f. Reduce the environmental impacts of work performed under this contract by using, to the maximum extent, environmentally sound practices, processes, and products.
g. Provide training to their employees that will stress stewardship in maintenance practices i.e., the proper use, disposal, recycling of chemicals, dispensing equipment and packaging. Provide documentation that their employees are completing training in the core competences and participating in continual educational training according to the Federal Building Personnel Training Act. Ensure that their employees are properly licensed and/or certified to operate necessary building systems or equipment for which licensed and/or certified personnel are required by federal, state or local law, codes or ordinances (H.15. Personnel Qualifications).
h. Federal Requirements: the Contractor shall comply with all applicable Federal, state and local laws, regulations and codes, including any supplements or revisions. The Contractor shall obtain all applicable licenses training, and permits. If a change in law or regulation requires the Contractor to implement an action that will result in an increase or decrease in Contract price, the Contractor shall implement the required action and within 30 calendar days submit to the CO or their designee a price proposal for such change. If the CO or their designee

determines an equitable adjustment is substantiated a modification to the Contract will be issued.

C.1.3 Excluded from this scope are:

a. Security systems (does not include mechanical components of the door ,closers, keepers, hinges, etc)
b. Telecommunication systems.
c. Equipment owned **and** operated by tenant agencies.
d. Furnishings (not installed as fixtures).
e. Paper, soap, and hand-sanitizer dispensing equipment in restrooms.
f. Kitchen appliances and equipment (but ductwork above the ceiling, grease traps with associated piping, and any fire suppression or fire alarm equipment are included in the scope).
g. Equipment owned by servicing public utilities.
h. Upgrade of software or software licenses (to include building automation systems (BAS) and **CMMS**).
i. Fitness center equipment.
j. Lawn sprinklers.
k. Switchgear
   1. E-20 Thru 34a
   2. E37 thru 39
   3. E-43 thru E44
   4. E-52
   5. E-57

l. Fire Alarm
   1. F-13 thru F-14B
   2. F-15 thru F15C
   3. F-16A thru F-17
   4. T-10

m. Fire Extinguishers
   1. F-22 & F-25
   2. F-25
   3. F-XX

n. Valves
   1. V-5 (under 2" mainline critical)

C.2. Definitions

C.2.1 Acceptance

"Acceptance" means an authorized representative of the Government has inspected and agreed that the work meets all requirements of this contract, to include documentation requirements.

C.2.2 Acts of God

These are unanticipated grave natural disasters or other natural phenomenon of an exceptional, inevitable, and irresistible character; the effects of which could not have been prevented or avoided by the exercise of due care or foresight.

C.2.3 Additional Services

"Additional services" are services that the Contractor will provide at an additional cost to the Government, to include all labor, supervision, supplies and materials specifically identified as being outside the provisions of the basic services and included in the offeror's overall pricing. The CO or their designee will issue a separate delivery order before work may proceed.

C.2.4 Advanced Meters

Advanced meters are those that have the capability to measure and record interval data (at least hourly for electricity), and communicate the data to a remote location in a format that can be easily integrated into an advanced metering system.

C.2.5 Advanced Metering Systems

A system that collects time-differentiated energy usage data from advanced meters via a network system on either an on-request or defined schedule basis. The system is capable of providing usage information on at least a daily basis and can support desired features and functionality related to energy use management, procurement, and operations, U.S. Department of Energy, EERE: Guidance for Electric Metering in Federal Buildings, (February 3, 2006).

C.2.6 Approval
"Approval" means the Government has reviewed submittals, deliverables, and administrative documents (e.g., insurance certificates, installation schedules, planned utility interruptions, etc.) and has determined the documents conform to contract requirements.

C.2.7 Architectural and Structural
"Architectural and structural" systems include all building structure, envelope, building improvements and finishes, and site improvements (e.g., paving, walkways, asphalt, etc.) to the property line.

C.2.8 Basic Services
The Basic Services of the contract consist of the recurring contract requirements for which the Contractor is paid as a base price, i.e., the requirements established by the contract statement of work and related general and administrative requirements that do not contain provisions for separate reimbursement. Indefinite Quantity requirements (Additional Services and Reimbursable Repairs) are requirements outside of Basic Services, for which payment is made on a case-by-case basis.

C.2.9 Building Automation System (BAS)
The "building automation system" is a system controlling and monitoring building HVAC, and possibly other systems, to include all device, field, and global controllers, instrumentation, networking infrastructure, computers and peripherals, software, programming, database files, and licenses.

C.2.10 Building Link
The Building Link initiative is one of GSA's strategic projects. The purpose of this initiative is to leverage automated building analytics technology to measure and substantially lower operational expenses in the existing owned building portfolio. Building Link is a hardware and software solution to capture real-time building systems point data, apply rules-based analytics software to the data, and spot trends and deficiencies while reporting actionable events to building operators, O&M contractors, and GSA Service Center property managers.

C.2.11 Building Operating Plan
The "building operating plan" is a mandatory plan that the Contractor prepares for Government approval that describes the Contractor's program for operating and maintaining the building, to include both normal circumstances and contingencies.

C.2.12 Commissioning
A practice used to optimize and verify performance of fundamental building systems.

C.2.13 Ongoing Commissioning
The practice of optimizing system performance by continuing to fine-tune equipment so will result in actively preventing problems for the lifetime of the building. GSA's Ongoing Commissioning efforts will focus on maintaining the facility in the optimized state resulting from TBC and Re/Retro Commissioning efforts. GSA will achieve this through its relationship with its service providers (Operations and Maintenance/Custodial/Repair and Alterations/IT/Utilities) and the use of technology (networked systems/Advanced Meters/Smart Buildings).

C.2.14 Computerized Maintenance Management System (CMMS)
A "computerized maintenance management system" is a database and application software package that automates the O&M and repairs record keeping requirements. A CMMS is designed to enhance efficiency and effectiveness of maintenance activities. Typical features include planning, scheduling and monitoring of work orders and maintenance needs.
The National CMMS (N-CMMS) is a central repository (Database) for all maintainable GSA Assets. The N-CMMS provides a mandatory, Agency-Wide means and method for processing and reporting all maintenance work done for GSA regardless of Region or Contractor.

C.2.15 Consumable Parts "Consumable parts" or components are parts or components that customarily require regular replacement rather than repair in a maintenance program and shall be disposed of properly. Examples include, but are not limited to: oil, grease, belts, filters, ballasts, lamps, etc.
The Contractor is responsible for any consumables (including fuel) used during day-to-day operation of a generator, i.e., exercising the generator, testing, etc. Operation of a generator for an extended period or due to a power loss would be treated as a reimbursable expense. If the operation of the generator is caused by Contractor negligence, the Contractor shall be liable for the full cost of refueling, any other provisions notwithstanding

C.2.16 Contracting Officer (CO)
Contracting Officer (CO) has the overall responsibility for the administration of this contract. The CO alone, without delegation, is authorized to take actions on behalf of the Government to amend, modify or deviate from the contract terms, conditions, requirements, specifications, details and/or delivery schedules. However, the CO may delegate certain other responsibilities to authorized Government representatives.

C.2.17 Contracting Officer's Representative (COR) or Designee
Contracting Officer's Representatives (COR) or their designee shall be appointed by letter from the CO. CORs or designees will be the primary Government representatives for the administration of Contract, shall have proper training and experience in inspecting contracts, but will not have the authority to modify the contract.

C.2.18 Contractor
"Contractor" as used in this document refers to the company or firm awarded this contract.

C.2.19 Contractor's Other Than Normal Working/Duty Hours
Hours other than those identified as Normal Working Hours.

C.2.20 Controls and Control System
A "control system" is any low-voltage control, communication and monitoring system, including but not limited to stand alone devices, field and global controllers; instrumentation; networking infrastructure; computers and peripherals; software; programming; database files; and licenses. Examples are the BAS, Advance Metering System (AMS), and lighting control systems. Fire protection systems and security systems are excluded from this definition for purposes of this contract and are defined separately. Gateway devices and mapping software and files for data interchange between a control system and a fire protection or security system are considered part of the control system.

C.2.21 Defective Service
A unit of service that does not conform with specified contract requirements.

C.2.22 Electrical
All building and site systems of the types generally included in Division 16 in R.S. Means Facilities Construction Cost Data, with the exception of Control Systems, Telecommunication Systems, Security Systems, and equipment owned by a servicing public utility.

C.2.23 Elevator
All building systems of the types generally included in Division 14 in R.S. Means Facilities Construction Cost Data, but not including supporting Electrical and HVAC equipment.

C.2.24 Emergency
The term "Emergency" includes bombings, and bomb threats, civil disturbances, fires, explosions, electrical failure, loss of water pressure, building flooding, sanitary and sewer line stoppage, chemical and gas leaks, medical emergencies, hurricanes, tornadoes, floods, and earthquakes. The term does not apply to civil defense matters such as potential or actual enemy attacks.

C.2.25 Emergency Callback
An "emergency callback" is a service request or other request for service placed outside of normal working hours and of such a nature that response cannot wait for the resumption of the next day's normal working hours.

C.2.26 Environmentally Sustainable
Products or services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. This comparison may consider raw materials acquisition, production, manufacturing, products and chemicals, packaging, distribution, reuse, operation, maintenance, or disposal of the product or service. Attributes of environmentally sustainable products include those that are energy efficient, water-efficient, biodegradable, environmentally preferable, non-ozone depleting, contain recycle content, non or less toxic, EPA-designated and biobased.

C.2.27 Existing Deficiency List Report
The "existing deficiency list report" or "existing deficiency list" is a list of deficiencies that may exist in the equipment and systems covered by this performance work statement, as well as the Contractor's itemized price (including, but not limited to, labor, materials, overhead, and profit) for correcting each deficiency.

C.2.28 Exterior
This includes entrances; landings; steps; sidewalks; parking areas; arcades; courts; planters; lawns; irrigation systems; fountains; security bollards; gates; fences; flagpoles; building-mounted, pole, and ground lighting; etc. located adjacent to the facility extending to the legal property line.

C.2.29 Federal Holidays

"**Federal holidays**" for the purposes of this contract are New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. When Federal holidays fall on weekends, a weekday is typically designated as the holiday. Holidays that fall on Saturday are observed on the previous Friday and holidays that fall on a Sunday are observed on the following Monday. Veterans' Day is always on the 11th of November and Thanksgiving is always the 3rd Thursday of November.

C.2.30 Federal Executive Holidays, Unanticipated

Unanticipated holidays declared by the president will count as Federal holidays. As long as the Contractor pays employees as if it were an anticipated Federal holiday, the Contractor will be paid for the unanticipated holiday as if it were a normal Federal Holiday.

C.2.31 Fire Protection and Life Safety Systems

"Fire protection and life safety systems " are systems and equipment installed in the building to (1) detect fire and products of combustion, (2) notify building occupants and emergency responders, (3) initiate smoke control systems (4) initiate fire suppression systems, (5) control or suppress fires and (6) facilitate or enhance emergency egress. These systems also may communicate with other major building systems for fire and smoke control, elevator recall, and utilities control. Life safety systems and equipment includes emergency lighting, exit signage, special egress door locking arrangements, and exit stair markings.

C.2.32 Furnishings

All equipment of the types generally included in Division 11 and 12 in R.S. Means Facilities Construction Cost Data.

C.2.33 Guiding Principles for Sustainable Existing Buildings

A practice of using processes that is environmentally responsible and resource-efficient throughout a building's life-cycle. The goal is to minimize and offset consumption of energy, water, and other resources and to eliminate all waste and pollution in building operations and activities. The result is to reduce the environmental impact of the Federal government, which will expand and complement the building design economy, utility, durability, and comfort. The common objective is to reduce the overall impact of the building environment on human health and the natural environment by:

a. Improving energy efficiency and reductions in greenhouse gas emissions.
b. Reducing water consumption intensity.
c. Acquiring green products and services.
d. Implementing pollution prevention measure, including reduction or elimination of the use of toxic and hazardous chemicals and materials.
e. Implementing cost-effective waste prevention and recycling programs.
f. Increasing diversion of solid waste.

C.2.34 GSA Green Purchasing Program (GPP)

The GPP which includes the Green Purchasing Plan specifies requirements to promote the purchase of environmentally sustainable products and services.

C.2.35 Heating, Ventilation and Air-Conditioning (HVAC)

HVAC includes all systems with the function of providing ventilation or temperature control to building spaces. HVAC equipment is a subset of Mechanical, Electrical and Controls equipment and systems, and intersects the definitions of each of these.

C.2.36 HVAC Operations Manual

The HVAC Operations Manual is a manual prepared by the Government (or a consultant to the Government) providing a description of the functioning of a building's HVAC systems and establishing performance standards for these systems

C.2.37 Indefinite Quantity

"Indefinite quantity" provisions permit the Government to order work, in addition to the basic services, and upon acceptance permit additional payment to the Contractor.

C.2.38 Landscape Irrigation Systems

Landscape Irrigation Systems include all piping, tubing, hoses, valves, sensors and controllers used to water vegetation

C.2.39 Maintenance Repair

Work required preventing a breakdown of a piece of equipment or system, or put equipment or systems back in service after a breakdown or failure.

C.2.40 Mechanical

All building and site systems of the types generally included in Division 15 in R.S. Means Facilities Construction Cost Data, with the exception of equipment owned by a servicing public utility.

C.2.41 Miscellaneous Work
"Miscellaneous work" is additional labor that is performed at the request of the agency at no additional cost to the Government (i.e., they are part of basic services). The Contractor may also have to provide consumable materials to complete the request. Miscellaneous work is treated as a Service Call and is included in the Basic Operations and Maintenance price quoted per month on the bid sheet. During normal duty hours minor tasks related to routine, day-to-day operational requirements requested by the which will consist of, but not be limited to: making door keys; changing locks; hanging pictures, maps and bulletin boards; trimming door bases; and other similar functions as directed. Miscellaneous work shall be accomplished in the same time frame as routine service calls unless otherwise directed by the CO or designee. The Contractor will be paid at the hourly rate quoted for after normal duty hours only if authorized by the CO or their designee in advance for specific activities.

C.2.42 Modification of Contract
Modification is a bilateral or unilateral change in the terms of a contract.

C.2.43 Monthly Progress Report
A progress report prepared monthly that itemizes all current incomplete work (e.g., incomplete preventive maintenance, incomplete repairs), summarizes work completed during the month, and itemizes issues under investigation.

C.2.44 Negligence
"Negligence" is the failure to use due care under the circumstances. It is the doing of some act which a person of ordinary prudence would not have done under similar circumstances or failure to do what a person of ordinary prudence would have done under similar circumstances.

C.2.45 Non-Reimbursable Repair
A "non-reimbursable repair" is a repair that is the Contractor's responsibility with no additional reimbursement from the Government.

C.2.46 Normal Working Hours
"Normal working hours" is the hours of building operations under most circumstances when all services shall be provided to all occupants.

C.2.47 Occupant Emergency Plan (OEP)
The lead agency in each building is responsible for development and enforcement of the building's "Occupant Emergency Plan" (OEP). The OEP details what the building tenants shall do in case of an emergency. The plan identifies floor wardens, shelter in place locations etc.

C.2.48 Open Systems
An "open systems" solution is based on industry standard open protocols. This environment and solution is typically designed, procured, installed and maintained in a manner that provides the building owner with as many competitive configuration options as possible while maintaining the integrity of the supported manufacture system. The solution must be procured and installed so that the result delivers device level interoperability amongst different manufactures residing on a common network. In addition, the solution must be maintained with no future need for the original (installing) contractor. Additions, modifications, and retrofits can easily, without significant additional cost, be made to the system without dependence on the original installing contractor nor require substantial engineering or other technical development. Contractors shall specify Open Systems solutions where feasible and reasonably possible.

C.2.49 Operations
"Operations" is the continual process of using building equipment systems to accomplish their function, optimize building performance, and improve energy efficiency. Operations includes analysis of requirements and systems capabilities, operating controls and control systems, responding to service requests, touring and observing equipment performance and condition, adjusting equipment, identifying needed maintenance and repairs to equipment, and maintaining lubrication and chemical treatments, etc.

C.2.50 Performance Based Service Contracting
The procurement strategy that seeks to issue technical requirements that set forth outcomes for performance instead of specific requirements on how to perform the service. This strategy shifts the risk of performance to the Contractor by allowing the Contractor to design the methods of achieving desired results as defined by the performance quality standards established by the Government.

C.2.51 Performance Work Statement (PWS)
The Performance Work Statement details the work requirement and can be referred to as the specification.

C.2.52 Predictive Maintenance
"Predictive maintenance" is a program of maintenance activities in which scheduling of maintenance derives from monitoring the operating condition, or changes in the operating condition, of equipment being maintained.

C.2.53 Equipment Inventory

C.2.53.1 Partial Inventory or Equipment List
A Partial Inventory is a facility equipment list that is not tied directly to any specific standard, maintenance schedule, or controlled process. Partial inventories can be similar to paper or digital equipment lists given to a facility after construction.

C.2.53.2 Preventive Maintenance (PM) Inventory
APM inventory is an inventory of all the equipment within a facility that requires preventive maintenance. Non-preventive maintenance equipment is not included in this inventory. Ensure contract denotes per applicable equipment inventory section for the level of preventive maintenance inventory; whether it includes mechanical, electrical, fire safety, etc.

C.2.53.3 Component-Level Inventory
A Component Level inventory includes PM and Non-PM equipment down to the component, or product, level. A component-level inventory normally consists of equipment that conveys with the facility during transfer of ownership or is tracked, serviced, repaired, or maintained by the organization. Component-level inventories are as in-depth as possible for an existing building without actually performing destructive testing to determine what is behind the walls or underground. This type of inventory does not normally include disposable inventories such as supplies. For example: A component-level inventory would contain lighting fixtures but not contain light bulbs, electrical outlets, or mounting hardware.

C.2.53.4 Complete Inventory
A Complete inventory includes all equipment within the building envelope and site boundaries. Complete inventories capture the equipment that a component-level inventory is not able to capture. Complete inventories are normally obtainable only after new construction.

C.2.54 Preventive Maintenance (Scheduled and Unscheduled)
"Scheduled preventive maintenance" is a program of maintenance activities performed based on a fixed schedule or on equipment runtimes. "Unscheduled preventive maintenance" is all work performed including adjustments and procedures necessary to sustain the proper operation of all building equipment and systems pending a scheduled procedure.

C.2.55 Product Preference (See Exhibit 4 Summary of Environmentally Sustainable Product Attributes)
Use of "environmentally sustainable" products is mandatory for performance of this contract. As such, products identified as "environmentally sustainable" will be selected over those which do not carry such designations. The following factors should be considered when selecting products: environmental performance, cost performance, bio-based, recycled content, biodegradability, technical performance, and availability.

C.2.56 Punch List
A Punch list is an itemization of work that was required to have been completed no later than the termination date of the contract but which was not so completed

C.2.57 Quality Assurance Surveillance Plan (QASP)
The QASP is the Government's surveillance method of monitoring and evaluating the Contractor's performance under a Performance Based Statement of Work (PBSOW).

C.2.58 Quality Control Plan
The "quality control plan" (QCP), is the Contractor's complete written system for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable. Preparation of this document is the responsibility of the Contractor.

C.2.59 Repair
A "repair" is an act of restoring inoperable, dysfunctional or deteriorated equipment, systems, or material to a fully functional, non-deteriorated state. Repairs usually involve some combination of labor and replacement parts, components or materials. A "Minor Repair" is a repair that is the Contractor's responsibility with no reimbursement from the Government.

C.2.60 Reimbursable Repair
A "reimbursable repair" is a repair that is reimbursable to the Contractor, in whole or in part, in accordance with the provisions in this document.

C.2.61 Security Systems
Security Systems include but are not limited to:
(1) Systems to detect intrusion into the building or areas of the building, including sensors and camera systems; and,
(2) Access control systems, such as automatic card readers for building, room or parking lot access;[1]
(3) Magnetometers and associated equipment for screening persons entering the building(s).

[1] The actual parking lot gates, building doors, and gates and other equipment enclosing the site or building(s) shall be considered Architectural and Structural rather than Security Systems. The Security Systems definition

covers the controlling and sensing systems controlling access. Door locks are covered by the contract as described under Architectural and Structural maintenance.

C.2.62 Sequence of Operations
A "sequence of operations" is the control logic used to operate a system normally put into effect through a control program.

C.2.63 Service Request
A "service request" is a response to a GSA, tenant, or agency request or a response to an observation that some equipment, system or material covered by the contract is inoperable, dysfunctional, deteriorated, or not within normal operating parameters, or that performance standard of the contract is not being met. Service request response involves analysis of the problem and adjustment of operating or monitoring controls or other immediate corrective action. A requirement to perform a repair may result from the analysis stage of a service request. Service requests may be generated automatically from interfaces to BAS or diagnostic software.

C.2.64 Standard Services
Standard services are defined as all services that are included in the monthly price or as defined in the Contract document. Prices are to include all applicable labor, materials, supplies, training/certifications, equipment (except as otherwise provided), supervision, and management.

C.2.65 Stewardship
The act of stewardship is to take the responsibility for managing, conducting or supervising the quality, state or condition of a commercial building. A Stewardship program in addition to caring for the building, its occupants and visitors includes among other things a sense of shared responsibility, occupant participation and communications amongst building management, O&M personnel, cleaning personnel, occupants, contractors and others who have an impact on/in the building.

C.2.66 Supervisor, On-site
The term "on-site supervisor" means a person designated in writing by the Contractor who has authority to act for the contract on a day-to-day basis at the work site.

C.2.67 Tour
A "tour" is generally a scheduled walkthrough of equipment rooms and installations including computer rooms, restrooms, etc. by Contractor operating personnel for the purpose of ensuring that equipment is running properly, ensuring that equipment rooms are in good order and without safety hazards, and making any necessary adjustments to operating controls or to lubricate equipment. A tour may also involve a combination of such physical visits in addition to using automated systems for the monitoring of equipment and systems. Equipment log sheets are a part of the tour plan/program. All tours are "inspection" work orders in the CMMS and will comply with all work order requirements,

C.2.68 Vertical Transportation Systems
"Vertical transportation systems" include elevators, escalators, dumbwaiters, lifts, etc.

C.2.69 Watch
A "watch" involves performing certain tasks required for the operation of the HVAC equipment (central systems over 300 tons), boilers, compressors, and related equipment in a centralized location. Watches include, but are not limited to starting equipment, checking at designated intervals all operating equipment in the area, recording readings, shifting equipment and loads, making adjustments at the central control center, taking water samples, making tests, and adding chemicals as required.

C.3. References
The following publications are incorporated by reference as setting quality, performance, and design standards for work required in this document. Unless a specific date is provided, references are for the current edition published at the time of issue of the solicitation, to include any addenda or errata published by the issuing organization. The Contractor is responsible for obtaining access to all referenced documents at their own expense, the exception of the Public Building Service Operations and Maintenance standards 2012, the Facilities Standards for the Public Buildings Service (PBS P100), and the U.S. Courts Design Guide, which will be provided by the Government.

- Public Buildings Service Operations and Maintenance Standards 2012
- Facilities Standards for the Public Buildings Service (PBS P100)
- U.S. Courts Design Guide
- SMACNA Sheet Metal and Air Conditioning Contractors National Association HVAC Systems Testing, Adjusting & Balancing
- AHERA Asbestos Hazard Emergency Response Act
- ASHRAE Guideline 1HVAC Commissioning Process
- ASHRAE Guideline 4 Preparation of Operating and Maintenance Documentation for Building Systems
- ANSI/ASHRAE Standard 15 Safety Code for Mechanical Refrigeration
- ANSI/ASHRAE Standard 34 Number Designation and Safety Classification of Refrigerants
- ANSI/ASHRAE Standard 55, Thermal Environmental Conditions for Human Occupancy
- ANSI/ASHRAE Standard 62, Ventilation for Acceptable Indoor Air Quality

- ANSI/ASHRAE Standard 100, Energy Conservation in Existing Buildings/Commercial
- ANSI/ASHRAE Standard 111, Practices for Measurement, Testing, Adjusting, and Balancing of Building Heating, Ventilation, Air-Conditioning, and Refrigeration Systems;
- American Society of Mechanical Engineers ASME A17.1/CSA B44, Safety Code for Elevators and Escalators
- American Society of Mechanical Engineers ASME A17.2, Inspector's Manual for Elevators
- ASME Boiler and Pressure Vessel Code
- ASME CSD-1 Control and Safety Devices of Automatically Fired Boilers
- National Board of Boiler and Pressure Vessel Inspectors, National Board Inspection Code
- OSHA 29 CFR 1910 and 29 CFR1926
- Clean Air Act
- Clean Water Act
- EPA Green Book
- EPA Purple Book
- GSA SEMS Sustainable Environmental Management System (GSA.GOV/SEMS)
- International Building Code
- International Fire Code
- International Plumbing Code
- International Mechanical Code
- NETA Maintenance Testing Specification for Electrical Power Distribution Equipment and Systems
- NFPA 10, Standard for Portable Fire Extinguishers
- NFPA 12, Standard on Carbon Dioxide Extinguishing Systems
- NFPA 12A, Standard on Halon 1301 Fire Extinguishing Systems
- NFPA 13, Standard for the Installation of Sprinkler Systems
- NFPA 14, Standard for the Installation of Standpipe and Hose Systems
- NFPA 17, Standard for Dry Chemical Extinguishing Systems
- NFPA 17A, Standard for Wet Chemical Extinguishing Systems
- NFPA 20, Standard for the Installation of Stationary Pumps for Fire Protection
- NFPA 22, Standard for Water Tanks for Private Fire Protection
- NFPA 24, Standard for the Installation of Private Fire Service Mains and Their
- Appurtenances
- NFPA 25, Standard for the Inspection, Testing, and Maintenance of Water-Based Fire Protection Systems
- NFPA 70, National Electrical Code (NEC)
- NFPA 70B, Recommended Practice for Electrical Equipment Maintenance
- NFPA 70E,Standard for Electrical Safety in the Workplace
- NFPA 72, National Fire Alarm and Signaling Code
- NFPA 80, Fire Doors and Windows
- NFPA 85, Boiler and Combustible Systems Hazards Code
- NFPA 90A ,Installation of Air Conditioning and Ventilating Systems
- NFPA 92, Standard for Smoke Control Systems
- NFPA 96, Standard for Ventilation Control and Fire Protection of Commercial Cooking Operations
- NFPA 101, Life Safety Code
- NFPA 105, Standard for the Installation of Smoke Door Assemblies and Other Opening Protectives
- NFPA 110, Standard for Emergency and Standby Power Systems
- NFPA 111, Standard on Stored Electrical Energy Emergency and Standby Power Systems
- NFPA 2001, Standard on Clean Agent Fire Extinguishing Systems
- NICET (National Institute for Certification in Engineering Technologies publications and issuances
- NIOSH (National Institute for Safety and Health publications and issuances
- DOE/EE-0157, International Performance Measurement and Verification Protocol
- NEMA TP-1,National Electrical Manufacturers Association, Guide for Determining Energy Efficiency for Distribution Transformers
- NEMA MG-1. National Electrical Manufacturers Association, Motors and Generators
- NEMA Application Guide for AC Adjustable Speed Drive Systems
- ANSI/IWCA I-14.1, Window Cleaning Safety Standard
- Safe Drinking Water Act, PL 99-339, as amended
- Title 40 CFR, Part 761, PCBs in Electrical Transformers
- Title 40 CFR, 141.43, Sections A and D, Environmental Protection Agency Safe Drinking Water
- ANSI/ASME A17.1 Safety Code for Elevators and Escalators
- OSHA 29 CFR 1910.1200, 29 CFR 1910.146, 29 CFR 1910.147, 29 CFR 1910.1030, 29 CFR 1910.1001, 29 CFR 1910.178
- Guideline 3-1990 and Addendum, or latest version, FAR 52.223-2, ARI Standard 700-1988, or latest edition, and Appendix A to 40, CFR, Part 82, Subpart F.
- Resource Conservation and Recovery Act
- Toxic Substances Control Act
- Technology Policy for PBS-Owned Building Monitoring and Control Systems (https://sharepoint.pbs.gsa.gov/pbs/energyit/ESI/Library%20of%20docs%20saved%20on%20this%20site/ImplementationGuide/Technology%20Policy%20for%20PBS-Owned%20Buildings%20Monitoring%20and%20Control%20Systems_4.5.11.pdf)
- Building Technologies Technical Reference Guide (https://sharepoint.pbs.gsa.gov/pbs/energyit/ESI/Library%20of%20docs%20saved%20on%20this%20site/I

C.4. Existing Deficiency Inspection/Initial Deficiency List

The existing deficiency inspection and list is meant to identify and document all deficiencies that exist in the equipment and systems covered by this performance work statement, but that will not be repaired during routine preventative maintenance and includes the Contractor's itemized price (including, but not limited to labor, materials, overhead, and profit) for correcting each deficiency. This inspection is required to be documented in the CMMS.

C.4.1 Initial Inspection

The Contractor and the CO or their designee shall make a complete and systematic initial inspection together during the startup or transition phase of the contract that will include all mechanical, electrical, fire protection and life safety systems, environmental systems, including but not limited to UST's and structural storm water BMPs (including drains, oil/water separators, etc.) and utility systems and equipment, windows, doors, and other structural features for which maintenance and repairs are covered by this performance work statement. The purpose of this inspection shall be to discover and list in an existing deficiency list report all deficiencies that may exist in the equipment and systems covered by this performance work statement, as well as the Contractor's itemized price (including, but not limited to labor, materials, overhead, and profit) for correcting each deficiency. The Government may elect to have all or any part of this work performed by the Contractor (at the price or prices quoted), by Government employees, or by other Contractors. The existing deficiency list report shall not include any items that would be replaced, repaired, or adjusted during the performance of normal preventive or predictive maintenance.

C.4.2 Initial Deficiency List

The Contractor shall submit an initial deficiency list report not later than 90 days after award of the Contract to the CO or designee. Any dispute between the Government and the Contractor as to classification of initial deficiency list report items will be resolved under the Disputes Clause in this document. The Contractor's itemized estimates for correcting each deficiency shall remain in effect for 120 days after submission of the initial deficiency list report. Deficiencies discovered after the submission of the initial deficiency list report will not be considered pre-existing for purposes of this Contract, unless equipment is operational and cannot be secured and inspected. Any piece of equipment or system that cannot be inspected shall be highlighted at the beginning of the deficiency list stating why it cannot be secured and inspected. An estimate of when the Contractor reasonably expects to be able to inspect the piece of equipment shall be provided. When an existing deficiency in an item is corrected, the Contractor shall assume full responsibility for the subsequent repair of the item as covered under the terms of this Contract at no additional cost to the Government. Nothing in this existing deficiency inspection/initial deficiency list clause shall be construed as diminishing the obligations imposed by this Contract upon the Contractor to operate any deficient item (to the extent operable) or to adjust or maintain any such item.

The Contractor or his/her designee(s) shall make a complete and systematic initial inspection together during the Startup Phase of the contract that will include all Mechanical, Electrical, Fire Protection, and utility systems and equipment, windows, doors and other structural features the maintenance and repairs of which is covered by this performance work statement. The CO or his designee may approve continued inspection activities without the presence of a Government representative, subject to adequate documentation of conditions found by the Contractor. The purpose of this inspection shall be to discover and list all deficiencies that may exist in the equipment and systems covered by this performance work statement as well as verify or update the existing Equipment Inventory List prior to start date.

The Contractor shall also update the Equipment Inventory List with all equipment attributes required by the NCR regional CMMS program if applicable, or provide the CO or designee an updated copy of the Equipment Inventory List no later than the end of the Startup Phase.

C.5. Startup Phase/Transition Phase

C.5.1 Reserved

C.5.1.1 Reserved

C.5.1.2 Transition Phase Startup

The Contractor shall provide 30 days of transition startup services prior to the Contract start date to assist transitioning between Contractors. The contractor shall account for this cost via a separate line item in Section B. The purpose of this phase is to permit a transition that is seamless to the tenants and to assess the condition of the building and incomplete maintenance work at the time of Contractor transition. During this period the Contractor shall:

a. Revise and submit to the CO or their designee by the end of the startup phase an updated building operating plan.
b. Inspect the condition of all equipment and systems for which the Contractor will assume responsibility.
c. Review work order history and equipment inventory information.
d. Complete the government-furnished CMMS training.
e. Update the preventive maintenance schedule. The new periodic maintenance schedule shall be based off of the last time PMs were performed.

f. Develop and submit to the CO or their designee by the end of the startup phase the initial deficiency list report, including an itemized estimate for correcting each deficiency as described in Section C.4., Existing Deficiency Inspection /Initial Deficiency List.
g. Complete the government-furnished CMMS training.
h. Complete the Annual Energy and Water Efficiency Report.

C.5.2 Start up Phase Schedule
Within the 7 days of the startup phase the Contractor shall submit a schedule and staffing plan for the startup phase. This plan shall describe, by week, work to be accomplished. At the end of each week during the startup phase the Contractor shall submit a letter report describing work accomplished.

C.5.3 Adjustments and Corrections The Contractor shall be responsible for making immediate adjustments or corrections that fall within the scope of routine preventive maintenance required by this Contract at no additional cost to the Government. This includes, but is not limited to: making adjustments to controls; adjusting the BAS software, e.g., correcting set points; reloading programs; restoring equipment being operated manually to automatic operation (this does not include changing established sequences of operation or programming sequences); applying lubricants; cleaning fan housings, fans, coils, dampers, air handling unit (AHU) Sections, and equipment rooms; and replacing consumable parts or components.

C.6. Phase-out Transition Period
When the Contract ends, the Contractor shall cooperate with the incoming Contractor during a phase-out period. For planning purposes, the Contractor shall assume a phase-out period of 30 days. This Phase- out Transition Period shall apply even in cases where the Government terminates the Contract, whether by default or convenience.
During this phase-out period, the Contractor shall:
a. Assist the CO or their designee and incoming Contractor for a seamless transition in operations and maintenance with no adverse effect on the building tenants;
b. Provide GSA and the successor Contractor with access to all records and official documentation (both hard copies and electronic as applicable) required by this Contract;
c. Provide training to the successor Contractor on methods of accessing and programming the building automation system (BAS) and other control systems; and
d. Show the successor Contractor where all archived programs and systems literature are maintained. On the last performance day of the Contract, the Contractor shall turn over to the CO or their designee all keys and identification badges or cards.
e. Coordinate and complete disposal, cleanup, and transfer of all materials according to applicable laws.
f. Provide all data records (database files, spreadsheets, etc.) relating to building systems, assets, work orders, permits, work activities, etc. to GSA. GSA owns all data compiled under this Contract or ancillary to this Contract.

C.7. Deficiency List Completion and Withholding Of Final Payment
The Government may create a deficiency list of unmet Contractual requirements at or near the time of termination of the Contract. The Government may employ the services of another Contractor in the development of the list and upon completion provide the Contractor with a copy of work not completed, to include the monetary value the Government has assigned for each item. The Government retains sole discretion over whether to charge the Contractor for the monetary value of the list in whole or in part or to request corrections by the Contractor. If the Government elects to request corrections by the Contractor, the Contractor shall have until the end of the Contract period to perform such corrections and may invoice for funds withheld on acceptance of the corrections by the Government. If the Government elects to request corrections by the Contractor, the Contractor shall have 30 calendar days to perform such corrections, and may invoice for funds withheld on Acceptance of the corrections by the Government.
Nothing in this Section shall be construed to limit the Contractor's liability or restrict the Government from reporting unsatisfactory or problematic performance by the Contactor.

C.8. General and Administrative Requirements

C.8.1 Minimum staffing and ability to contact and communicate with the CO or designee
The Contractor shall:
a. Provide qualified staff and onsite technicians to ensure services are continued without disruption to the tenant. The Contractor must be able to respond immediately to a variety of service requests involving multiple trades, including the operation of building control and energy management systems. Technicians shall be certified and properly licensed to work on buildings systems, where applicable, in accordance with Federal, State, or Local laws, codes, or ordinances. See paragraph H.15 Personnel Qualifications for additional information.

(1) Project Manager - The project manager is a person, designated in writing by the Contractor, who has complete authority to act for the Contractor in every detail during the term of the Contract. The Project Manager shall have the authority to accept notices of deductions, inspection reports and all other correspondence on behalf of the Contractor. The Project Manager's physical location shall be at the work site and their availability shall be from 8:00 AM to 5:00 PM or as approved by the CO or designee. The Project Manager shall not serve as the Onsite Supervisor or simultaneously hold another position under this contract.

(2) Onsite Supervisor - The onsite supervisor is a person, designated in writing by the Contractor, who has complete authority to act for the Contractor on a day-to-day basis at the work site.

The onsite supervisor shall have the authority to direct the workforce and the work to be accomplished under this Contract on behalf of the Contractor. The onsite supervisor's physical location shall be at the work site. When multiple shifts are required, the Contractor shall designate a minimum of one onsite supervisor for each shift. These individuals may be classed as working supervisor if so desired by the Contractor and may perform the functions of mechanic and supervisor concurrently.

(3) Clerical Support – The contractor will provide clerical assistance to perform a variety of administrative services, including receiving services calls from the customer and relaying them to appropriate personnel for action; following up with calls to the customer to determine how services were performed; entering service calls and repairs into the Maximo software program; and typing and mailing a variety of correspondence. The person must possess basic computer skills, good communication skills (telephone and interpersonal) and must be polite and courteous. They must be fluent in English. Clerical assistance is required during the customer's core work hours.

(4) The contractor shall provide 24/7 onsite engineering services at the Wilbur J. Cohen Building. The contractor shall provide engineering support to the Child Care Center in the Mary E. Switzer Building until 6:00 PM daily.

b. Maintain communication with the Government during normal duty hours and after hours for emergencies. (See Section C.8.2, Communication Equipment).
c. Immediately notify the CO or their designee of any recognized safety hazard that might severely affect the building occupants.
d. Develop and submit to the CO or their designee within 10 days of Contract award a list of key personnel and emergency contact information (which may include subcontractor contacts, as applicable).
e. Shall have all Contract employees, including subcontractor employees, sign in and out, upon entering or exiting the building using a log established at each building for security and Contract administration purposes.
f. Outside of Normal Working Hours, the Contractor shall maintain some designated form of communication with on-call staff to allow the Government to contact such on-call staff at any time for emergency response.
g. The Contractor shall develop and submit to the CO or their designee five (5) copies of a laminated card with key personnel and emergency contact information (which may include subcontractor contacts, as applicable). The key personnel and emergency contact information must be kept up to date. All contract employees, including subcontractor employees, must sign in and out at the beginning and end of their shifts on a log established at each building for security and contract administration purposes. The Contractor's employees and subcontractor employees shall follow sign-in/sign-out log and card access requirements as directed by the CO or their designee and the Contractor shall accumulate the logs for a calendar week, certify in writing on each that the information shown thereon is true and correct and, within seven (7) calendar days, turn them over to the COR.

C.8.2 Communication Equipment

The Contractor shall provide key operational personnel (managers, supervisors, and duty mechanics) with portable electronic means to communicate with GSA for service requests, emergencies, status of projects, etc. Electronic communication methods may include the following:

a. Phone/Text messaging devices. The Contractor is responsible for all costs associated with the text messaging device. Examples are two-way pagers, cell phones with text messaging, BlackBerry, etc.
b. Fax. Receiving and sending faxes is acceptable as a secondary communication method for locations that have problems with wireless device signal strength. However, delaying faxes because of combined usage of voice and fax on the same line is not acceptable.
c. Contractor must provide and maintain an onsite computer and High Speed Internet Service (e.g., DSL or cable) for receiving and dispatching service call information via the web or a fax machine and services with receiving and sending capability in order to receive service calls via fax.
d. Contractor must also provide a means of dispatching service call information to their mechanics for completion. This may include a text-messaging device used to send and receive messages.
e. Contractor must supply all Contractor personnel employed under this contract with 2 way radios that are compatible with the existing GSA radios at the work site.

C.8.3 Onsite Records

The Contractor shall ensure that all records required by the Contract, or produced in performance of work under the Contract, are maintained in an organized manner onsite in electronic format and are made available to the Government when requested. The Contractor shall receive, maintain and gather data, as well as other materials including records and manuals, related to the support and operation of Government facilities. The Government retains ownership of all databases, information, and other materials received or developed by the Contractor in support of this Contract at all times.

C.8.4 Service Request and Administrative Support

The Contractor shall operate a service request and administrative support function during normal working hours, to act as a central point of contact for the Government and building occupants to take service requests, and track and maintain service request records in the CMMS. This includes service requests for work not under the scope of this Contract (i.e., performing a central service request desk function for the facility, regardless of who is responsible for responding to the service request).

C.8.5 Use of CMMS

The Contractor shall provide all necessary CMMS implementation and utilization support, using the existing Government furnished CMMS, to include validating and updating the equipment inventory database per section C.10, including all data fields designated in the Public Buildings Service Operations and Maintenance Standards. The GSA Equipment Inventory List (Section J, Equipment Inventory) provides a non-exclusive inventory listing of equipment and systems installed in the building. The Contractor shall be responsible for and shall perform preventive maintenance on the equipment listed in the GSA Equipment Inventory List. The GSA Equipment Inventory List does not contain information on underground utility systems, which are also the Contractor's responsibility. The Contractor shall verify and amend, as necessary, the GSA Equipment Inventory List after contract award

GSA's goal is to use government-furnished CMMS systems in all locations as practicable. The Contractor shall use the Government-furnished CMMS to include validating and updating the equipment inventory database, including all data fields specified by the CO or designee. The Contractor shall attend the CMMS training provided by the government. Where not previously established, the Contractor shall construct the inventory database. The Contractor shall use the CMMS to identify, control, track, and schedule preventive maintenance work, service requests, and equipment inventory. The Contractor shall track historical maintenance and repair activities for each work order received during the performance of the Contract. All work done by the Contractor shall be accomplished under a CMMS work order. The Contractor shall provide reports to the CO or designee as requested and in a format and media as requested. On a yearly basis, the Contractor will complete a CMMS audit in a format provided by the CO or designee. The Contractor will correct any deficiencies noted on the audit within in a month of receiving the report.

C.8.6 Quality Control Program

A Quality Control Plan (QCP) shall be developed and submitted for approval to the CO or their designee 30 days prior to the start of the Contract. Upon approval, the Contractor shall implement the QCP to ensure Contract compliance, and to ensure that potential problems with building equipment and systems are identified, documented in a CMMS if applicable, and resolved prior to failure. An acceptable QCP shall include, at a minimum, inspections by onsite supervisory personnel and by one or more qualified outside parties. The system of checklists, inspection methodology, and frequencies shall be documented by the Contractor. The Contractor shall maintain a Local file of all quality control inspections conducted by the Contractor, including the corrective actions taken and submit copies of quality control inspections monthly in the Monthly Progress Report. All documentation shall be made available to the Government upon request during the term of the Contract. QCP shall include, at a minimum, the program of outside inspections, work orders sampling methodology, and a program for verifying compliance with each Contract requirement.

C.8.7 Government Quality Assurance Surveillance Program

The Government may inspect the Contractor using a quality assurance program through random inspections, scheduled inspections, or any other method of inspection that the Government determines reflects the actual successful performance of this Contract. As part of the Government's quality assurance program, the Government may:

a. Review and, if warranted, reject any reports or other submittals required from the Contractor.
b. Review performance and service records, including, if applicable, but not limited to monthly progress reports, BAS data, CMMS data, Advance metering System, (AMS) data and any computerized or hardcopy records maintained by the Contractor documenting performance under this Contract, and require correction of any unsatisfactory conditions noted.
c. Determine the adequacy of the Contractor's quality control program and documentation and the overall success of this program. The Government may order improvements if it determines the programs are insufficient or ineffective.
d. Obtain tenant satisfaction survey information and require improvements in service on the basis of such information to the extent such results correlate with deficiencies in Contract requirements.
e. Conduct random and routine physical inspections of facility equipment and systems, to include programs and files maintained on computers and Contractor onsite offices and work areas, and require correction of deficiencies noted.
f. Perform inspections with Government personnel or independent third party inspectors.

C.8.7.1 Contract Performance

Contractor performance will be evaluated on the basis of the performance success or deficiencies, success or failure in meeting other Contract requirements, and the Contractor's record of correcting deficiencies when noted. While corrective actions will be noted, a record of significant performance deficiencies may lead to a performance evaluation that is less than satisfactory even if the Contractor takes corrective action.

C.8.7.2 Methods

The use or nonuse of any quality assurance methods (e.g., a measurement and verification (M&V) program) by the Government will not constitute a waiver of or excuse from Contract requirements. The Government may implement or change quality assurance measures at any time during the term of the Contract.

C.8.7.3 Records and Files

All records and files that this Contract requires the Contractor to maintain shall be made readily accessible to Government representatives, including third party Contract inspectors, on request. All records and files utilized

or generated during the course of the Contract by the Contractor, including all standard operating procedures and building operating plans, shall become the property of the Government (this excludes employee personnel files and company financial information).

C.8.7.4 Cooperation – Inspections
The Contractor shall instruct all onsite personnel to cooperate with the Government or third party Contract inspector requests for records access and information. This includes answering honestly and comprehensively all questions related to performance of work. The Contractor shall notify the CO or their designee at least 2 weeks in advance when equipment is to be opened and available for inspection. The Contractor shall provide personnel to enable inspectors, including third party Contract inspectors, to perform inspections of equipment inspection by the Government. The Contractor shall open and operate the equipment for observation by all inspectors at no additional cost to the Government provided the Government requests the service at least 48 hours in advance. Most inspections will be performed during normal working hours. However, the Contractor shall provide personnel to enable access for inspectors who need to conduct observation and testing after normal hours to avoid possible disruption to tenants.

C.8.7.5 CPARS
GSA uses the CPARS or similar performance measuring system to formally evaluate the Contractors performance. Evaluations are generally conducted annually or more frequently on or about the anniversary date of the Contract and also at the end of the Contract period.

C.9. Building Operating Plan

C.9.1 Building Operating Plan
The Contractor shall revise or prepare and submit for approval to the CO or designee, not later than the end of the startup or transition phase or by the contract start date, a building operating plan outlining their operating and general maintenance procedures for all major building equipment and systems (See Section C.9.2., Components of the Building Operating Plan, below). The purpose of the building operating plan is to be a standalone document that is a vehicle for the Contractor to document their plan for operating and maintaining the building and it is also a repository for several documents required throughout the Contract. One of the objectives of this plan is that if key personnel are not available then authorized staff should be able to refer to the BOP and manage and operate the building. The BOP contains critical information such as: who to contact, emergency procedures, energy plan, hours of operation, locations of emergency shut off valves, the location of OEP, COOP, Drawings, and equipment Inventory. The Contractor shall execute the Contract requirements in accordance with the approved building operating plan. The Contractor shall coordinate with the CO or their designee in developing the components of the plan in accordance with the building operating plan template provided by the CO or designee. The building operating plan shall be submitted as an electronic file (MS Word) with regular updates that reflect current personnel, subcontractors, equipment, systems, and operating procedures. The Contractor shall annually review and update the building operating plan and submit an electronic file (MS Word or searchable PDF) of the complete updated building operating plan on the anniversary of the Contract start date of each Contract year. If the Contractor fails to submit a satisfactory building operating plan at the end of the startup phase, the Government may suspend payments until a satisfactory plan is submitted.
The building operating plan may be based on, or derived from, the existing building operating plan and other existing documents. However, all components shall be reviewed and updated. Deficiencies in the existing plan do not excuse deficiencies in the new plan.

C.9.2 Components of the Building Operating Plan (BOP)
The components of the building operating plan are not additional requirements but a compilation of requirements stated throughout the SOW. Some of the information/documents will be provided by the CO or designee to complete this plan, such as OEP, COOP, drawings, etc. The building operating plan shall contain:

a. Contact information (Local and corporate).
b. Description of staffing, responsibilities, and work schedules.
c. Standard operating procedures for operating building systems, to include at a minimum:
    1) Startup and shutdown times and procedures relative to various environmental conditions.
    2) Procedures to accommodate tenant overtime utility requests. Provide listings of mechanical equipment, hours of operation and separate procedures for heating and cooling.
    3) Energy Conservation, Management and Control Systems, Peak load demand management procedures (if applicable).
    4) Other operating strategies to maximize efficiency and minimize energy consumption.
    5) Descriptions of major mechanical equipment and sequences of operations for equipment systems such as schedules, settings, start-ups, shut-down, control sequences, etc.
    6) Locations of all major utility shutoffs, including gas, electric, and water.
    7) Locations of all electric rooms and a narrative of the areas served by each to include emergency generators, substations and transformers, equipment that is on the emergency generator
d. Architectural and Structural systems maintenance (façade, roof, gutters, drains, windows etc)
e. Tour and watch locations, sign-in and documentation procedures.
f. Maintenance schedules, procedures, and a reference to which preventive or predictive maintenance standards or guides the Contractor will use. For fire protection and life safety systems include specific

references to which inspection, testing, or maintenance shall be performed each week, month, quarter, semi-annually, annually, 5 years, etc., in a format for the applicable NFPA code or standard.

g. List of test equipment to be maintained onsite to support troubleshooting, sensor calibrations, etc.
h. Vertical Transportation, if applicable, escalators, elevators, dumb waiters or note Contractor information.
i. A description of how building equipment data is maintained and updated. Service request and repair procedures, to include staffing and procedures for the service requests, during operating hours, after hours, and emergency function, if applicable.
j. Safety, Security, Disaster Emergency Response, Recovery and Reporting Procedures Reference the location or incorporate contingency plans for:
    1) Loss of the Contractor's onsite personnel (i.e., strike, walkout, injury, abrupt resignation).
    2) Civil disturbance or major security threat.
    3) Natural disasters, bombing, or other event that damages the building's structure or utilities.
    4) Floods, including flooding caused by plumbing breaks.
    5) Hazardous materials including asbestos, lead paint, leaks or spills, water management
    6) Utilities curtailment plans and shut off locations.
    7) Inoperability and impairment of fire protection and life safety systems (including fire watch and impairment procedures (e.g., red tags, etc.).
    8) Location of fire alarm control unit/fire control room/instructions to operate PA system in emergency if applicable.
    9) Location of incoming municipal fire protection water supply
    10) Location of fire sprinkler riser rooms
    11) Location of fire pump.
    12) Location of sump and sewage ejector pumps and emergency procedures.
    13) Pressure booster and reducing stations, back flow preventers.
    14) Underground Storage Tanks.
    15) Confined Space Locations.
    16) Portable Fire Extinguisher Locations
    17) Defibrillator Locations
    18) Radon mitigation program if applicable.
k. Other contingency plans as necessary to support the Government's Continuity of Operations (COOP), Occupant Emergency (OEP), and Shelter in Place planning for the site. Description of environmental regulatory requirements such as Air Quality Management District and include rules that apply to equipment in the building, which permits are necessary, inspection and certification requirements and other essential information. Identify how the administrative and technical requirements will be managed for the timely accomplishment of all Contract requirements.
l. Assignments of Responsibilities: Identify personnel with Quality Control Plan functions and the personnel with authority to commit funds, and the dollar level of that authority for this Contract. Description of demand response or utility curtailment programs in which the building participates, to include communications protocols and curtailment activities.
m. Location of equipment inventory.
n. Water treatment plan and initial water treatment analysis and report.

C.10. Equipment Inventory

The Contractor shall:

a. Maintain and update the building equipment inventory and equipment labeling.
b. Maintain equipment inventory and maintenance records in a CMMS.
c. Maintain the same asset identification system currently used for new and replacement equipment unless a national asset identification standard is provided. Some asset identification systems include bar-coding, RFID, or other equipment tagging.
d. Collect and maintain an inventory of: (1) all equipment of types that require maintenance or certifications pursuant to the PBS Maintenance Standards or applicable code requirements, (2) equipment which is operated through a sequence of operations, (3) electronic controllers and network devices, (4) sensors, (5) Agency owned sensors , if applicable.
e. Collect and maintain the following equipment data: Equipment ID, Equipment Type, Equipment Description, Asset Identification Code, Manufacturer, Model Number, Serial Number, Equipment Status, Building Number, and Location (Exhibit J. 15).
    1) The Contractor shall provide all data to GSA in a format approved by the CO or designee with certification that the inventory is complete and accurate. For facilities where the GSA provides a CMMS, the government-provided CMMS is the required format for providing inventory data.
    2) The Contractor shall annually certify that the Maintained Building Equipment Inventory is up-to-date and submit the certified inventory to the CO or designee.
    3) The Contractor shall update equipment data when equipment is added, removed, or retrofitted as part of a project, or discovered by GSA or the Contractor.
    4) The Contractor shall review and update equipment records including asset information, maintenance records and preventive maintenance records any time maintenance is performed on a piece of equipment.
    5) The Contractor shall report to the CO or their designee changes to the asset inventory and preventative maintenance schedule within five working days of collecting and gathering equipment information.

6) The Contractor shall update and verify the equipment inventory within 60 days after the government exercises an option year renewal on all equipment components by major system and sub-components to include nomenclature, part number, serial number, manufacturer name, component name and other data of value for maintaining the equipment. If equipment is added, removed or retrofitted as part of a project, the Contractor shall update per the NCR regional inventory program. All data becomes property of the government.

C.10.1 Specifications for NCR Regional CMMS Program

The Contractor shall update and verify the equipment data recorded in the CMMS as maintenance is performed on the equipment to include recording all data for which fields are specified in the NCR regional CMMS program. If equipment is added, removed or retrofitted as part of a project, the Contractor shall update the equipment inventory data immediately within the CMMS program upon project completion. All data becomes property of the government.

The initial equipment inventory for the contract shall be as follows:

The Contractor shall perform a component-level inventory of all the equipment within the designated site boundaries related to this contract per the NCR regional inventory and CMMS program guidelines. A previous equipment list is not required to be given to the contractor. Data is to be submitted in format required by the NCR CMMS program. The component-level inventory shall include as a minimum all components, equipment, instruments, controls, and sub-components, in the following systems:

B.1 All Systems/Disciplines
B.2 HVAC System
B.3 Mechanical System
B.4 Electrical System
B.5 Fire and Safety System
B.6 Vertical and Horizontal Transportation System
B.7 Architectural and Structural (For example: doors, roof, roof drains, and dock levelers)

Omissions on existing inventory do not relieve the Contractor from the responsibility for the maintenance of the equipment. If the inventory data does not meet Contract requirements, action to withhold payments will take place. The Contractor may request equitable adjustment pertaining to physical changes in building equipment is to be submitted to the CO or designee.

Below are the inventory items that are a part of this contract associated with the Wilbur J. Cohen Building.